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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of  
Michael Wayne Brown, et al.  
Serial No.: 10/015,264  
Confirmation Number: 1742  
Filed: 12/12/2001  
Title: PROMOTING CALLER VOICE  
BROWSING IN A HOLD QUEUE  
IBM Docket: AUS920010826US1

: Before the Examiner:  
: Marie C. Ubiles  
: Group Art Unit: 2642  
: IBM Corporation (AP)  
: (c/o) Amy J. Pattillo  
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Certificate of Mailing

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Signature

10/06/04  
Date

**INFORMATION DISCLOSURE STATEMENT AND FEE TRANSMITTAL**

Mail Stop  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit herewith patents, publications, or other information of which they are aware, which they believe may be material to the patentability of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

While this Information Disclosure Statement may be "material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication, or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists.

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The attached form, a substitute for PTO-1449, provides a listing of patents, publications, or other information as required by 37 CFR 1.98(a)(1). Copies of the each of the items on PTO-1449 are not required because each item cites a US patent application or US patent.

Applicants note that the enclosed Information Disclosure Statement is filed after the period described in 37 CFR 1.97(b), but before the mailing date of any of a final action under 1.113, a notice of allowance under 1.311, or an action that otherwise closes prosecution in the application. In accordance with 37 CFR 1.97(c), Applicants submit the fee set forth in 1.17(p) of \$180.00.

Applicants submit payment of \$180.00 via the attached credit card payment form.

Applicants have included the fee necessary under 1.17(p), however, in the event that any additional fee is required in connection with the enclosed Information Disclosure Statement, the Commissioner of Patents and Trademarks is authorized to charge Deposit Account No. 09-0447 for the necessary amount.

Respectfully submitted,



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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**  
Substitute for Form 1449/PTO

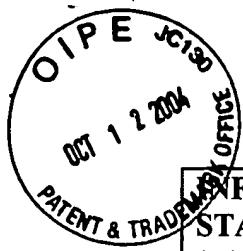
Sheet 1 of 2

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**US PATENT DOCUMENTS**

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Examiner Signature		Date Considered	
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**US PATENT DOCUMENTS (CONTINUED)**

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**FOREIGN PATENT DOCUMENTS**

Examiner Initials	Line	Foreign Document Number/Type	Publication Date	Patentee/ Applicant	Classification	Trans

**NON-PATENT LITERATURE DOCUMENTS**

Examiner Initials	Line	Author, Title, Type, Date, Pages, Volume/Issue, Publisher, City/Country where Published	Trans

Examiner Signature	Date Considered